

Cisco Unified Wideband Handset for Cisco Unified IP Phones

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enhance comparative advantage by accelerating decision time and reducing transaction time. The security, resilience, and scalability of the network enable users in any workspace to easily connect anywhere, anytime, and anyplace, using any media, device, or operating system. Cisco Unified Communications is part of a comprehensive solution that includes network infrastructure, security, wireless, management applications, lifecycle services, flexible deployment and outsourced management options, and third-party applications.

Product Overview

The new Cisco® Unified Wideband Handset significantly enhances the Cisco Unified IP phone communications by providing a clearer and richer audio experience. The new handset provides an audio frequency response that is more than double when compared to the traditional narrowband audio used on most of today's telephones. The result is an enhanced audio experience that makes communications a more intelligible and more comfortable user experience. The new handset is sold as an add-on accessory that can be installed to many Cisco Unified IP phone models. And when combined with the G.722 Wideband codec, the result is a superior audio experience.

The new Cisco Unified Wideband Handset (left) looks similar to the Cisco Unified Narrowband Handset (right) (Figure 1).

Figure 1. Cisco Unified Wideband and Narrowband Handsets



The Cisco Unified Wideband Handset also has a 14-digit number printed below the handset cord connection to make it easier to identify (Figure 2).

Figure 2. Cisco Unified Wideband and Narrowband Handset



Features and Benefits

Table 1 gives features and benefits of the new Cisco Unified Wideband Handset.

Table 1. Features and Benefits

Feature	Benefit
Wideband Audio Support	
Frequency response of more than double that of narrowband	<ul style="list-style-type: none">• Richer and clearer sound than narrowband• Enhanced speech quality and speaker recognition• Excellent voice quality for both wideband and narrowband calls

Product Architecture

For point-to-point wideband calls, both Cisco Unified IP phones must be equipped with a Cisco Unified Wideband Handset, and must have the G.722 wideband codec enabled within the phone and within the network. Cisco Unified Communications Manager 4.1 or later is required to support the G.722 wideband codec.

The Cisco Unified Wideband Handset is currently supported on Cisco Unified IP Phone 7906G, 7911G, 7941G, 7941G-GE, 7961G, 7961G-GE, 7970G, and 7971G-GE models only. Other Cisco Unified IP Phone 7900 models do not support the Cisco Unified Wideband Handset.

When using the Cisco Unified Wideband Handset, the host IP phone must be loaded with Firmware Cisco IP Phone Firmware Release 8.3(1) or later. Use of firmware releases earlier than 8.3(1) are used could result in compromised voice quality and the phone will no longer meet Regulatory Compliance for FCC Part 68 (Hearing Aid Compatibility), Australia S004 and S040, and New Zealand PTC 220. To verify the firmware version, please go to Settings > Status > Firmware Versions > Load File. If the firmware version is earlier than 8.3(1), then notify your network administrator or reseller.

Product Specifications

Table 2 gives specifications of the new handset.

Table 2. Product Specifications

Specification	Description
Product compatibility	The Cisco Unified Wideband Handset is supported on Cisco Unified IP Phone 7906G, 7911G, 7941G, 7941G-GE, 7961G, 7961G-GE, 7970G, and 7971G-GE models.
Software compatibility	The handset requires Cisco Unified Communications Manager 4.1 or later for G.722 Wideband codec. It requires Cisco IP Phone Firmware Release 8.3(1) or later.
Approvals and compliance	The handset meets Regulatory Compliance for FCC Part 68 (Hearing Aid Compatibility), Australia S004 and S040, and New Zealand PTC 220.

Ordering Information

You can order the new Cisco Unified Wideband Handset on a per-phone basis. Refer to Table 3.

Table 3. Ordering Information

Product Name	Part Number
Cisco Unified Wideband Handset	CP-WB-HANDSET=

Cisco Unified Communications Services

Cisco and our certified partners can help you deploy a secure, resilient Cisco Unified Communications solution, meeting aggressive deployment schedules and accelerating business advantage. Our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

Our unique lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

If your Cisco Unified IP phone equipped with the wideband handset requires replacement, do the following:

1. Remove the Cisco Unified Wideband Handset from the phone that is to be returned to Cisco Logistics by the Return Material Authorization (RMA) process.
2. Remove the conventional handset shipped with the new replacement phone. Then include this handset with the RMA phone that is to be returned.
3. Attach the Cisco Unified WideBand Handset to the new replacement phone.

For More Information

For more information about the Cisco Unified Wideband Handset, please contact your local Cisco account representative.

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